

**SERIAL 06167 RFP DATA WAREHOUSE SERVICES, EMPLOYEE HEALTH INITIATIVES**

**DATE OF LAST REVISION: January 04, 2008 CONTRACT END DATE: August 31, 2010**

**CONTRACT PERIOD THROUGH AUGUST 31, 2007**

TO: All Departments  
FROM: Department of Materials Management  
SUBJECT: Contract for **DATA WAREHOUSE SERVICES, EMPLOYEE HEALTH INITIATIVES**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **August 08, 2007**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.

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Wes Baysinger, Director  
Materials Management

SD/mm  
Attach

Copy to: Clerk of the Board  
Diane Golat, EHI  
Pat Vancil, EHI  
Materials Management



## CONTRACT PURSUANT TO RFP

SERIAL 06167-RFP

This Contract is entered into this 8TH day of AUGUST, 2007 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and INGENIX INC., a DELAWARE corporation ("Contractor") for the purchase of DATA WAREHOUSE SERVICES.

### 1.0 TERM

- 1.1 This Contract is for a term of three (3) years, beginning on the 8th day of August, 2007 and ending the 31st day of August, 2010.
- 1.2 The County may, at its option and with the agreement of the Contractor, extend the period of this Contract for additional terms up to a maximum of three (3) years, (or at the County's sole discretion, extend the contract on a month to month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract period at least thirty (30) calendar days prior to the expiration of the original contract period, or any additional term thereafter.

### 2.0 PAYMENT

- 2.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit "A."
- 2.2 Payment for monthly operational expenses shall be made upon the County's receipt of a properly completed invoice thirty (30) days after the end of the month services were provided in.
- 2.3 Payment for implementation services will be paid sixty (60) days after go live and acceptance of services.

#### 2.4 INVOICES AND PAYMENTS:

- 2.4.1 **The Contractor shall submit two (2) legible copies of their detailed invoice before payment(s) can be made. At a minimum, the invoice must provide the following information:**

- 2.4.1.1 Company name, address and contact
- 2.4.1.2 County bill-to name and contact information
- 2.4.1.3 Contract Serial Number
- 2.4.1.4 County purchase order number
- 2.4.1.5 Invoice number and date
- 2.4.1.6 Payment terms
- 2.4.1.7 Date of service or delivery
- 2.4.1.8 Quantity (number of days or weeks)
- 2.4.1.9 Contract Item number(s)
- 2.4.1.10 Description of Purchase (product or services)
- 2.4.1.11 Pricing per unit of purchase
- 2.4.1.12 Extended price

2.4.1.13 Total Amount Due

**Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order.**

2.4.2 Payment will be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Award the Contractor shall fill out an EFT Enrollment form (to be provided by the Procurement Officer) or as located on the County Department of Finance Website as a fillable PDF document ([www.maricopa.gov/finance/](http://www.maricopa.gov/finance/)).

2.4.3 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

3.0 DUTIES

- 3.1 The Contractor shall perform all duties stated in Exhibit "B" SCOPE OF SERVICES and Exhibit B-3 implementation services.
- 3.2 The Contractor accepts the performance guarantees in Exhibit "B-1".
- 3.3 The contractor will maintain the Disaster and Business Continuation Policy "B-2" or equal throughout the term of this contract..
- 3.4 The Contractor shall perform implementation services at the location(s) and time(s) stated in Exhibit "C," project plan or as otherwise directed in writing.
- 3.5 During the implementation of this contract, County shall provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations.

4.0 TERMS & CONDITIONS

4.1 INDEMNIFICATION:

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County, its agents, representatives, officers, directors, officials, and employees from and against all claims, damages, losses and expenses, including, but not limited to, attorney fees, court costs, expert witness fees, and the cost of appellate proceedings, relating to, arising out of, or alleged to have resulted from the negligent acts, errors, omissions or mistakes relating to the performance of this Contract. Contractor's duty to defend, indemnify and hold harmless County, its agents, representatives, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property, including loss of use resulting there from, caused by any negligent acts, errors, omissions or mistakes in the performance of this Contract including any person for whose acts, errors, omissions or mistakes Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

4.2 INSURANCE REQUIREMENTS:

Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and

possessing a current A.M. Best, Inc. rating of B++6. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.

Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.

The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.

County reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. County shall not be obligated, however, to review such policies and/or endorsements or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of County's right to insist on strict fulfillment of Contractor's obligations under this Contract.

The insurance policies required by this Contract, except Workers' Compensation, and Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

The policies required hereunder, except Workers' Compensation, and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.

#### **4.2.1 Commercial General Liability.**

Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products/Completed Operations Aggregate, and \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provision which would serve to limit third party action over claims. There shall be no endorsement or modification of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.

#### **4.2.2 Automobile Liability.**

Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services under this Contract.

4.2.3 Workers' Compensation.

Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than \$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$5,000,000 disease policy limit.

Contractor waives all rights against County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor pursuant to this Contract.

4.2.4 Errors and Omissions Insurance.

Errors and Omissions insurance and, if necessary, Commercial Umbrella insurance, which will insure and provide coverage for errors or omissions of the Contractor, with limits of no less than \$1,000,000 for each claim.

4.2.5 Certificates of Insurance.

4.2.5.1 Prior to commencing work or services under this Contract, Contractor shall have insurance in effect as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall be made available to the County upon 48 hours notice. **BY SIGNING THE AGREEMENT PAGE THE CONTRACTOR AGREES TO THIS REQUIREMENT AND UNDERSTANDS THAT FAILURE TO MEET THIS REQUIREMENT WILL RESULT IN CANCELLATION OF THIS CONTRACT.**

In the event any insurance policy (ies) required by this Contract is (are) written on a "claims made" basis, coverage shall extend for two (2) years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

4.2.5.2 Cancellation and Expiration Notice.

Insurance required herein shall not be permitted to expire, be canceled, or materially changed without thirty (30) days prior written notice to the County.

4.3 PROCUREMENT CARD PAYMENT CAPABILITY:

It is the intent of Maricopa County to utilize a MasterCard Procurement Card, to place and make payment for orders under the Contract.

4.5 NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County  
Department of Materials Management  
Attn: Director of Purchasing  
320 West Lincoln Street

Phoenix, Arizona

For Contractor:

INGENIX

Attn: Jill Rubenstein

12125 Technology Drive

Eden Prairie, MN 55344

**4.6 REQUIREMENTS CONTRACT:**

4.6.1 Contractor signifies its understanding and agreement by signing this document that this Contract is a requirements contract. This Contract does not guarantee any purchases will be made (minimum or maximum). Orders will only be placed when County identifies a need and issues a purchase order or a written notice to proceed.

4.6.2 County reserves the right to cancel purchase orders or notice to proceed within a reasonable period of time after issuance. Should a purchase order or notice to proceed be canceled, the County agrees to reimburse the Contractor for actual and documented costs incurred by the Contractor. The County will not reimburse the Contractor for any avoidable costs incurred after receipt of cancellation, or for lost profits, or shipment of product or performance of services prior to issuance of a purchase order or notice to proceed.

**4.7 PRICE ADJUSTMENTS:**

Any requests for reasonable price adjustments must be submitted sixty (60) days prior to the Contract expiration or annual anniversary or bi-annual date etc. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted price terms, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

**4.8 TERMINATION FOR CONVENIENCE:**

The County reserves the right to terminate the Contract, in whole or in part at any time, when in the best interests of the County without penalty or recourse. Upon receipt of the written notice, the Contractor shall immediately stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the County. In the event of termination under this paragraph, all documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination.

**4.9 TERMINATION FOR DEFAULT:**

4.9.1 In addition to the rights reserved in the Contract, the County may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

4.9.2 Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the County on demand.

4.9.3 The County may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the County for any excess costs incurred by the County in

procuring materials or services in substitution for those due from the Contractor.

- 4.9.4 The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

4.10 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:

Notice is given that pursuant to A.R.S. §38-511 the County may cancel this Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S §38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

4.11 OFFSET FOR DAMAGES;

In addition to all other remedies at law or equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance under this contract.

4.12 ADDITIONS/DELETIONS OF SERVICE:

The County reserves the right to add and/or delete products and/or services provided under this Contract. If a requirement is deleted, payment to the Contractor will be reduced proportionately to the amount of service reduced in accordance with the proposal price. If additional services and/or products are required from this Contract, prices for such additions will be negotiated between the Contractor and the County.

4.13 SUBCONTRACTING:

The Contractor may not assign this Contract or subcontract to another party for performance of the terms and conditions hereof without the written consent of the County, which shall not be unreasonably withheld. All correspondence authorizing subcontracting must reference the Proposal Serial Number and identify the job project.

4.14 AMENDMENTS:

All amendments to this Contract must be in writing and signed by both parties.

4.15 RETENTION OF RECORDS:

The Contractor agrees to retain all financial books, records, and other documents relevant to this Contract for five (5) years after final payment or until after the resolution of any audit questions which could be more than five (5) years, whichever is longer. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

If the Contractor's books, records and other documents relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

4.16 AUDIT DISALLOWANCES:

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to

adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

**4.17 ALTERNATIVE DISPUTE RESOLUTION:**

4.17.1 After the exhaustion of the administrative remedies provided in the Maricopa County Procurement Code, any contract dispute in this matter is subject to compulsory arbitration. Provided the parties participate in the arbitration in good faith, such arbitration is not binding and the parties are entitled to pursue the matter in state or federal court sitting in Maricopa County for a de novo determination on the law and facts. If the parties cannot agree on an arbitrator, each party will designate an arbitrator and those two arbitrators will agree on a third arbitrator. The three arbitrators will then serve as a panel to consider the arbitration. The parties will be equally responsible for the compensation for the arbitrator(s). The hearing, evidence, and procedure will be in accordance with Rule 74 of the Arizona Rules of Civil Procedure. Within ten (10) days of the completion of the hearing the arbitrator(s) shall:

4.17.1.1 Render a decision;

4.17.1.2 Notify the parties that the exhibits are available for retrieval; and

4.17.1.3 Notify the parties of the decision in writing (a letter to the parties or their counsel shall suffice).

4.17.2 Within ten (10) days of the notice of decision, either party may submit to the arbitrator(s) a proposed form of award or other final disposition, including any form of award for attorneys' fees and costs. Within five (5) days of receipt of the foregoing, the opposing party may file objections. Within ten (10) days of receipt of any objections, the arbitrator(s) shall pass upon the objections and prepare a signed award or other final disposition and mail copies to all parties or their counsel.

4.17.3 Any party which has appeared and participated in good faith in the arbitration proceedings may appeal from the award or other final disposition by filing an action in the state or federal court sitting in Maricopa County within twenty (20) days after date of the award or other final disposition. Unless such action is dismissed for failure to prosecute, such action will make the award or other final disposition of the arbitrator(s) a nullity.

**4.18 SEVERABILITY:**

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

**4.19 RIGHTS IN DATA:**

The County shall own have the use of all data and reports resulting from this Contract without additional cost or other restriction except as provided by law. Each party shall supply to the other party, upon request, any available information that is relevant to this Contract and to the performance hereunder.

**4.20 INTEGRATION:**

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.



4.21 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

CONTRACTOR

  
AUTHORIZED SIGNATURE

Theodore Chien, EVP  
PRINTED NAME AND TITLE

12125 Technology Drive  
ADDRESS

Eden Prairie, MN 55344  
DATE

MARICOPA COUNTY

BY:   
CHAIRMAN, BOARD OF SUPERVISORS

AUG 15 2007

DATE

ATTESTED:

  
CLERK OF THE BOARD 080807

AUG 15 2007

DATE

APPROVED AS TO FORM:

  
DEPUTY MARICOPA COUNTY ATTORNEY

8/14/07  
DATE

## EXHIBIT A PRICING

SERIAL 06167-RFP, NIGP CODE 92077

PRICING SHEET:

BIDDER NAME:	Ingenix, Inc.
VENDOR # :	
BIDDER ADDRESS:	12125 Technology Drive, Eden Prairie, MN 55344
P.O. ADDRESS:	
BIDDER PHONE #:	860-221-0235
BIDDER FAX #:	860-221-0205
COMPANY WEB SITE:	ingenix.com
COMPANY CONTACT (REP):	Jill Rubenstein
E-MAIL ADDRESS (REP):	<a href="mailto:jill.rubenstein@ingenix.com">jill.rubenstein@ingenix.com</a>

WILLING TO ACCEPT FUTURE SOLICITATIONS VIA EMAIL: ☒ YES ☐ NO

OTHER GOV'T. AGENCIES MAY USE THIS CONTRACT: ☒ YES ☐ NO

PAYMENT TERMS: NET 30 JAR - Ingenix preference

### 1.0 PRICING:

	Year 1	Year 2	Year 3
<b>1.1 IMPLEMENTATION COSTS</b>			
One-time fee	<b><u>\$44,000</u></b>		
<b>1.2 MONTHLY SERVICE CHARGES (Medical, Pharmacy, Behavioral Health, Vision) (MONTHLY CHARGE IS TO BE ALL INCLUSIVE)</b>	<b><u>\$11,807 11,194</u></b> PER MONTH	<b><u>\$11,807 11,194</u></b> PER MONTH	<b><u>\$11,807 11,194</u></b> PER MONTH
<del>1.3 MONTHLY SERVICE CHARGES DENTAL</del>	<del>\$2,267</del> PER MONTH	<del>\$2,267</del> PER MONTH	<del>\$2,267</del> PER MONTH
<b>OPTIONAL SERVICES</b>			
<b>1.4 DASH BOARD'S AS PROPOSED</b>	Included in 1.2 above		
<b>1.5 ADD 1 YEARS HISTORICAL DATA FOR 1.2 + 1.3</b>	Included		
<b>1.6 ADD 2 YEARS HISTORICAL DATA FOR 1.2 + 1.3</b>	Included		
<b>1.7 SERVICE CONSULTING (BY TAX ORDER)</b>			
1.7.1 ANALYST	<b><u>\$150.00/per hour</u></b>		
1.7.2 CONSULTANT	<b><u>\$180.00/per hour</u></b>		
1.7.3 SENIOR CONSULTANT	<b><u>\$270.00/per hour</u></b>		
1.7.4 DIRECTOR, CLINICAN, ACTUARY	<b><u>\$360.00/per hour</u></b>		

## **EXHIBIT B**

### **1.0 INTENT:**

Ingenix will provide a web-based health care data warehouse and decision support system to Maricopa County to support its health information management goals. This includes actionable information, integrated tools, services and project management necessary to help Maricopa County to:

- Implement and maintain a common data repository across all of Maricopa County's health benefit program vendors — historically and ongoing — by standardizing data, applying methodologies and reporting using Six Sigma data management principles
- Deliver a web-based, secure application service provider (ASP) model with drill-down and drill-across capabilities to support the County's health information management goals
- Dashboard reporting designed to provide quarterly summary and cost mitigation opportunity identification
- Comprehensive, initial and ongoing user training on methodologies and the use of the system.
- Ongoing technical and analytic support in the use of the system through a consistent, knowledgeable account team and a robust online support system
- Support to improve disease management and wellness program management activities, including identification of high-risk individuals, use of evidence-based treatment guidelines and preventive screening, and improve employee health
- Establish budgets with greater accuracy
- Model future benefit changes
- Understand how Maricopa County compares to other public sector employers, as well as to other employers in your region. Comparisons also can be made by plan type, employee status, type of service, chronic diseases) based on cost, use, and quality metrics
- Provide comprehensive standardized reports that supply details for analysis on an aggregate level as well as on an individual Maricopa County member level
- Provide custom and ad hoc reporting capabilities in sufficient detail to be actionable
- Create pathways for developing solutions and proactive future steps relating to health care cost management and quality initiatives

Services provided by Ingenix will be accomplished by setting up the Parallax *i* system, using data provided to Ingenix by Maricopa County and data from the "carriers". Setup will consist of the following tasks:

- Processing of Maricopa County's claims and other data from the carriers. For purposes of this Contract, the term "carrier" means insurance carrier, administrator, claims payor, or other source of data, as the case may be;
- Evaluation of the adequacy and quality of the data collected by carriers, to determine whether it is Useable Data;
- Reformatting of data to the Parallax *i* system specifications, provided all the necessary data elements are available on the carriers' data tapes; and
- Assignment of additional data elements to the reformatted data based on data available on the carriers' data tapes.

**2.0 SCOPE OF WORK:**

**2.1 ONGOING OPERATIONAL SERVICES**

**2.1.1 Account Manager**

A dedicated account manager will be assigned to Maricopa County to handle the day-to-day activities. Meetings will be scheduled as needed to review the status. If Maricopa County is dissatisfied with the account manager, a replacement will be requested. Account Manager needs to possess the same minimum qualifications as the Project Manager. In addition, it is expected that the Account Manager will provide comprehensive guidance and experience with the solution to work as a partner with the County throughout the life of this contract.

**2.1.2 Dedicated Account Team**

- A dedicated account team who knows and understands the County's data, strategies and goals will be assigned by Ingenix. If Maricopa County is dissatisfied with any member of the account team, a replacement will be requested.
- If Maricopa County desires a new function or service, this request would be directed to the dedicated team who would write a brief contract amendment that would incorporate current pricing. Payments may be appended to the current invoicing or invoiced separately as you desire.
- While the account manager and support team may have other duties, they will be accountable for and committed to the success of the Maricopa project. To this end, Maricopa County's level of satisfaction will have a direct impact on the performance evaluations of the account team members.

**2.2 Yearly Implementation Plan**

- If there are yearly changes, Ingenix will manage the implementation using a detailed project. The project plan should include mutually agreed upon tasks, durations, key milestones, and responsibilities for both contractor and County personnel.

**2.3 Ongoing Release Plan**

- Parallax *i* undergoes four releases each year, two major and two interim, one each quarter.
- For each major and minor release, an implementation timeline plan and training plan for this new functionality will be provided to Maricopa County
- Core services include maintenance and support of the database for the length of the engagement. Performance issues, data integrity, user support and usability questions are addressed within Ingenix support deliverables. However, the cost to integrate new or additional sources of data that may be required to take advantage of new reporting capabilities, for example, are not included as part of a system enhancement.

**2.3.1 Future Releases**

- Upgrades and modifications are based on both customer need and the technological environment. Because the tool is web-based, no loading of software is necessary for Maricopa County.
- All upgrades and new releases will be made available to Maricopa County via the web-based tool.
- Content for each of our Parallax *i* releases is finalized at least six months in advance and will be communicated to Maricopa County.
- For future releases, an implementation timeline plan and training plan for the new functionality will be provided to Maricopa County

2.4 Data Updates

- Maricopa County will determine the schedule for data updates. Propose: Maricopa County and Ingenix will mutually determine the schedule for data updates.
- Once the data is received by Ingenix, the integrated data warehouse is completed within 12 business days from receipt of the last carrier data file received with useable data. For each update, Ingenix will append new data to the historical database for certain data types, such as medical, prescription drug, and enrollment data. Ingenix will maintain five years of data online.
- Inpatient admission data are updated monthly whereas episodic methodologies, including Episode Treatment Groups (ETGS), Episode Risk Groups (ERGs) and Evidence Based Medicine (EBM) are typically grouped annually. The Ingenix ETG grouper uses 24 months of medical, prescription drug, and enrollment data, whereas the ERG data uses 12 months of claims data.
- Maricopa County will be notified of updates directly from the account team, and/or through subscription reports that will be automatically generated upon the completion of the update and electronically sent to users.

2.5 Ad Hoc Analysis & Solutions

- Maricopa County will work with Ingenix to expand the breadth and depth of the Parallax i System to develop meaningful analysis and solutions. This includes, but is not limited to managing Wellness Data, etc
- Ingenix and Maricopa County will collaborate to develop business requirements/scope, costs and timeline for these solutions/models.
- Appropriate sign-off will be required by Maricopa County before proceeding.

2.6 Functional Services

- The ability to benchmark activity to public sector for both chronic conditions and preventive care by region or market.
- Episode of Care Norms for prevalence and treatment costs on a per episode of care basis, as well as the distribution of costs across episode types (clinical conditions) and category of expense (care management, surgery, outpatient ancillary services, facility services and prescription drugs)
- Additional high-level benefit cost, employee cost-sharing, and other benefit plan performance and quality-of-care benchmarks are derived from industry surveys (HEDIS, NCQA, AHRA, Industry Surveys).
- The ability to conduct IBNR calculations/forecasting
- Rx “drill-down” capability at the dispensing fee, ingredient cost, co-pay, and plan paid levels.
- A forecasting tool (Comprehensive Benefit Pricing Model) based on local or national market trends.
- Maintain data for a minimum of a five (5) year span and users shall have access to view historical data.
- Access archived data and full reporting capability against historical data. Maricopa County will have 36 months of historical data, which is updated monthly. Ingenix can store an unlimited amount of archived data. Ingenix will maintain up to 60 months of data online for Maricopa County. The storage medium for archived data is 3480 magnetic tape cartridges. Upon request, the offline data can be retrieved and restored for online access within 48 hours.
- Measurement of the HEDIS or similar quality measurement standards.

- Integration of data from other County programs such as Worker's Compensation. However, the cost to integrate new or additional sources of data are not included. Ingenix has experience in integrating non-occupational disability data (both short-term and long-term), aggregating medical absence or incidental absence data and/or FMLA data with other sources and time and attendance data integration and reporting.
- ROI projections and the methodology used to determine ROI. Ingenix has conducted numerous health program evaluations studies for clients. Results of these studies are profiled and are used when developing ROI projections. The focus of the evaluation is on the client's prior plan performance so that the client's demographics and treatment patterns can be leveraged. Before and after costs are compared, with allowances for inflation, relative to a control group. Because many desired clinical indicators entail increased plan costs (e.g., example laboratory tests and eye exams), Ingenix separately identifies these costs from program administrative costs versus benefits in ROI calculations. Costs include health plan costs and, at the discretion of the client, can include productivity data.
- Ingenix provides access to a host of analytic experts (MDs, epidemiologists and consultants) that can offer advice or even conduct full analyses of programs if required. These experts are available at no charge for requests that are less than two hours

## 2.7 Data Feeds/Loads

### 2.7.1 Data Suppliers/Carriers:

- Ingenix can accept data in many media (e.g., tape, cartridge, electronic, CD) and will work with Maricopa County's vendors on the best medium based on such factors as data size and supplier capability. Ingenix requests data from vendors in a raw format that includes the data elements necessary to create an integrated data warehouse.
- Ingenix has developed and will share a preferred data elements list to make certain the most comprehensive compilation for each type of data is received.
- Electronic transmission via the File Transfer Protocol (FTP) is the preferred method of data receipt by Ingenix from the data suppliers. Encryption will be used to secure the sensitive data from exposure.
- Ingenix will request data from vendors in a raw format that includes the data elements necessary to create an integrated data warehouse.
- Ingenix has established layouts to facilitate efficiencies in accuracy, speed and cost.
- All data will be processed through Ingenix's methodology to ensure the quality and accuracy of the data stored in the integrated data warehouse. If there are issues with the data suppliers, Ingenix will work directly with each vendor through a root cause analysis to resolve the issue; however, Maricopa County be looped in on all data error resolution issues and how they might impact the when the data warehouse is updated and the reporting. For severe issues, Maricopa County will have the final decision as to whether an update is continued or suspended until the issue is resolved.
- Ingenix will communicate and work with the following Maricopa County current and historical vendors listed below.

### 2.7.2 CURRENT VENDORS (07/01/07)

- CIGNA – Medical
- Walgreens Health Initiatives – Pharmacy
- Magellan Behavioral Health – Behavioral Health
- EyeMed – Vision

- Delta Dental – Dental (for discussion)
- CIGNA Dental – Dental

2.7.3 HISTORICAL VENDORS (Prior to 07/01/07)

- Avesis – Vision
- United Behavioral Health –Behavioral Health
- Data will be updated in the data warehouse within 12 business days after receipt of last useable data from all data suppliers.

2.7.4 Eligibility Data & Account Structure

- Maricopa County will supply a monthly eligibility data to Ingenix in an account structure that will support the unique reporting needs and strategies.
- Ingenix will work with Maricopa County to set up the Account Structure. This will need to contain all data fields and subsets for drill down reporting and aggregation by Maricopa County. This includes but is not limited to plan code, coverage tier, network status, service categories, etc.
- Electronic transmission via the File Transfer Protocol is (FTP) preferred method of data receipt by Ingenix from the data suppliers. Encryption will be used to secure the sensitive data from exposure.
- Ingenix will work with a specific Maricopa County resource to resolve any data issues.
- Eligibility data will be updated in the data warehouse within 12 days of receipt of last useable data from all data suppliers.

2.8 Reporting & Tools

- Ingenix will automatically ‘push out’ spotlight reports on a monthly basis that may identify opportunities for Maricopa County.
- Customized Analytic Agenda, a benefits planning calendar ,which will allow Maricopa County to make more informed decisions based on timely and useful information.
- Ingenix and Maricopa County will develop an initial Project Delivery Charter which will be updated throughout the year as new projects are added. This Charter will include: delivery goals and success criteria, scope of engagement, deliverables, timelines and team roles and communication mechanisms. The Project Delivery Charters will be reviewed and approved by Maricopa County.
- Ingenix will provide an annual Plan Performance Analysis for two populations to Maricopa County which will include recommendations and estimates of savings, measurable outcomes and a timeline when Maricopa County can expect to realize savings.
- A comprehensive set of standard management and custom reports via the ad hoc functionality are delivered and categorized into the following program areas:
- Exposure and Census – Supports rated (i.e., per covered life) analyses and provides a routine way to access population counts in meaningful groupings.
- Total Medical – Shows, at-a-glance, medical claim costs by major service or diagnostic categories.
- Prescription Drug – Reports on drug-specific details available from prescription drug card plans and mail-order programs.
- Disability – Focuses on non-occupational and occupational disability losses impacting the overall productivity of an organization

- Health Management/Survey – Provides insight into the underlying risk of a population and intervention programs put in place to mitigate that risk by looking at Health Risk Appraisal and Program Management outcomes.
- Total Health and Productivity – Empowers employers to apply more of a holistic approach to benefits management so they can make more effective benefits-related decisions.
- Time and Attendance – Looks at cost and utilization patterns for both time-at-work and time-away from work for active employees.
- Behavioral Health – Focuses on the unique cost and utilization patterns for patients with mental health and chemical dependency disorders.
- Clinical – Focuses on financial and clinical metrics for analyzing evidence-based medicine
- Inpatient Hospital – Provides a comprehensive view of the types and duration of acute care inpatient hospital stays.
- Financial Reporting – Facilitates timely analysis of your costs for providing and administering health and welfare programs to your employee population.

NOTE: These reports will be available to Maricopa County so long as they integrate the data type these reports support.

- Run standard reports by month, quarter, year, or by rolling time periods. Ad hoc reports can be run on any timeframe as defined by the user.
- Generate all reports on an incurred or paid basis.
- Run all reports by the custom account structure that is developed for the client
- System will automatically schedule, run and deliver an updated version of that report each time new information becomes available via the use of dynamic time period reporting
- System supports unlimited ad hoc reporting and data mining/comparative analysis capabilities.
- Run reports at the summary level, but also drill down to areas that require further investigation by location, agency, sex, age and tier.
- System allows manipulation, reformatting and editing on the fly all all reports.
- Ingenix will work with Maricopa County to tailor a dashboard or scorecard that is automatically populated.
- System will sort all data by place of service, type of service, major diagnostic categories and specific diagnosis.
- Run reports on eligibility information independently of claims data.
- Run report on in-network and out-of-network cost and utilization.
- Allows for reporting on discounts at any level of detail.
- Run reports on pharmacy data (generic vs. mail order vs. retail and utilization/cost projections)
- Ingenix integrates vision and dental claims.
- Exporting data and reports and the format(s) available for those exports include
  - Excel with plain text
  - CSV file
  - Excel with formatting
  - HTML
  - Plain text – Tab delimited
  - Plain text – Semicolon delimited



- Plain text - Comma delimited
- Plain text - Space delimited
- Run trend, cost and utilization reports for the following:
  - Cost trend reports on inpatient and outpatient hospital, professional or surgical charges/payments, in total, per case, per capita, or per employee;
  - Trend reporting in component of total payments such as deductibles, co-payments, and cost of benefit;
  - Reports on estimate of completed data allowing predictions of incurred cost trends before the database reflects complete payment of claims;
  - Utilization trend reports on admissions or services, average length of stay, days of care, numbers and settings (inpatient/outpatient/physician office) of surgical cases.
- Clinical evaluation reports with normative comparisons on:
  - **inpatient** use and cost by MDC and DRG
  - outpatient use and cost by MDC, treatment group, service type and provider type
  - physician use and cost by ICD-9 and DRG
  - ambulatory surgery reports to compare cost effectiveness of inpatient, outpatient, and physician office surgeries
  - The Normative Expense report.
  - The Admissions report
  - The Episode Treatment Group Cost and Prevalence Norm Comparison report
  - The EBM Compliance Summary report
  - The EBM Compliance Detail report
  - The Cost and Utilization Norm reports
- Provide reports for utilization and cost performance of physicians, hospitals, or both on an inpatient or outpatient basis, ranked by selected criteria.
  - The High Cost Claimant report
  - Costs by Provider report
  - The Hospital Performance and Responsible Physician Performance
  - The EBM Compliance Summary report
  - The EBM Compliance Detail report.
- Location evaluation reports for utilization and cost statistics by employee location (department or institution, job type, geographic location, etc.)
- Quality of care evaluation reports to include information on outliers, re-admissions, complications of treatment, tracer conditions and deaths, by provider, in total, or case by case
  - The Inpatient Readmissions by Hospital report
- Financial management reports on the break down of payments by carrier, month, and source of payment, and by service type; also show monthly and quarterly trends over time based on the date the claims were paid.
- Referral information with the ability to examine in-plan and out-of-plan referral patterns by;
  - type of referral
  - specialty of servicing physician
  - primary care physician's area of practice

- Generate custom reporting to enable the County to create report formats and select fields to be included in the reports with the following minimum options:
  - tabulate the values of up to six fields of information against one other field (for example, tabulation of charges, payments, and average charge per case by age group of patient)
  - tabulate values of one field by multiple ranges or another field (for example, tabulation of total payments by location and by dependent status)
- Run reports which combine the above minimum options with data sub setting to provide ad hoc reporting flexibility
- System will generate reports that perform sum, mean, variance, standard deviation, coefficient of variation, minimum and maximum values, and use a range of values statistical information available and compute statistics for up to four quantitative fields simultaneously.
- System allows interactive data selection by:
  - Defining a portion of database for use in reporting or modeling so that any database field can be used to define a subset, by removing or adding claims with specific values for a field. Examples include: outliers (e.g., admissions, dollars, days, etc.); a population subcategory (e.g., active employees, retirees, dependents, etc.); specific diagnoses or diagnostic categories.
  - Adding of claims or cases of individual/families present in a subset so that full courses or patterns of care may be analyzed.
  - Creating a national or regional norm from a subset, save it, and use it for internal normative comparisons of employee locations, or classifications, geographic areas, or other portions of the database. Also including the option to review definitions for all norms available on-line, including database norms and user created norms.

## 2.9 Data Eligibility

Service provides the following:

- Allowances for Medicare eligibility data.  
 Created using Maricopa County's enrollment data, detail data will be captured for summarized and drill-down reporting. Eligibility reporting will support rated (i.e., per employee or covered life) analyses and provides a routine way to access population counts in groupings that are meaningful to Maricopa County.  
  
 Enrollment data can be used in conjunction with other tables within the data warehouse to produce information such as admission rates, services per employee or covered life, and average benefits costs per employee or member. Eligibility reporting addresses multiple demographic information needs that go beyond the simple need for population counts, to include important information about enrollment patterns and the effect of age, gender and other demographics on a plans' experience. Medicare eligibility data that is provided by Maricopa County or available from another source is treated in the same way.  
  
 Medicare eligibles can be tracked on eligibility in Part A or Part B as required. In addition, Ingenix can support split coverage (situations where the retiree is Medicare eligible and the spouse is not).
- Allowances for an unlimited number of plan codes and reporting capability at each tier.  
 The Ingenix system allows for reporting on an unlimited number of plan codes, as well as for reporting by tier. In fact, most standard reports and ad hoc reporting allow the user to report on plan code and/or tier (i.e., employee only, employee + one, employee + family, etc.).  
  
 Ingenix will work with Maricopa County to develop an account structure that will support your unique reporting needs and strategies. It is in the development of this account structure that all data fields and subsets required will be identified. For summarized claims data

reporting, claims are aggregated by all possible County account structure combinations, by paid and incurred month, by plan code (unlimited number of plan codes), by coverage tier, by network status, and by service categories.

**2.10 Ongoing Training & Continuing Education**

- Initial training, ongoing technical and decision support, and training for future Ingenix product enhancement and system upgrades are included in the contract. The initial training is a 2-day training session. Additional training may require additional fees.
- Training will be assessed annually by Ingenix and a plan will be developed and presented to the County to ensure that the County is fully trained on the capabilities of the system to meet the business needs of the Department.  
Ingenix will schedule, conduct or provide the following:
- Ad hoc training throughout the year via product enhancements reviews, innovative “tips and techniques” at no additional charge.
- Free web-based user sessions for new tool enhancements and major releases
- Analytic Academies are provided as topical seminars coordinated with the kind of planning you do over the course of the year. These educational sessions are hosted quarterly via web conferencing and feature Ingenix staff, clients and industry experts presenting issues of topical interest
- Offer additional customized advanced curriculum to all clients designed for two primary user groups: “power users” to continually broaden their expertise in using our tools; and “information users” for those looking for advanced applications that take you step-by-step through various analyses and how they drive actionable outcomes. Courses will be characterized by informative lectures and instructional labs, and each are carefully tailored to the skill sets necessary to perform all jobs relevant to that course topic.
- Comprehensive, refresher trainings are available at Maricopa County’s request.
- Ingenix conducts web-based user sessions for new tool enhancements and major releases
- Maricopa County will be able to connect with their client services analyst to request one-on-one technical or analytical support.
- Training will be delivered on-site or through the internet.

**2.11 End-User and Technical Documentation**

- End-user and technical documentation will be included with the solution. Online help is included where documents can be downloaded.
- Hard copy user documentation for the system includes a Parallax i QuickStart Guide that introduces basic tasks intended to familiarize the user with product functionality. Users also receive a Standard Report Training Manual during Parallax i training.
- Training materials are updated with each new major release, approximately one to two times annually. All documentation of updates is provided via the indexed online help system. Information and training materials corresponding with releases and associated changes and enhancements in functionality are communicated via the account team and are described in detail on the Parallax i client portal page.

**2.12 Support Services:**

- Members of the Maricopa County client service team will be available for routine technical and analytical support Monday through Friday from 7:00 a.m. to 6:00 p.m., Arizona time.
- Ingenix will respond to Maricopa County’s needs as inquiries are outlined in the Incident Response and Resolution Schedule.

2.13 Application Support Services:

- Parallax *i* is available 24/7 with the exception of scheduled loads, maintenance and releases. Information as to these scheduled events will be posted prior to the downtime on our Parallax *i* portal page.
- Ingenix Solutions Group team will alert Maricopa County to the load times for specific updates
- Downtime will be communicated prior to the load and the Ingenix Support team will also communicate once the load is completed and the tool can be accessed.

2.14 Database Structure

- System cleans, aggregates, integrates, and standardizes data from multiple sources, including various insurance carriers, managed care organizations (HMOs), employee health screening and other County wellness programs, and the employee eligibility and enrollment system in a consistent and accurate manner on a periodical basis.
- System assigns major diagnostic categories (MDCs) and Diagnosis Related Groups (DRGs) to inpatient cases, and ICD-9 codes to inpatient and outpatient physician and hospital cases;
- System incorporates changes in data (e.g., changes in diagnostic coding schemes, change in third party administrator, etc.);
- Allows data to be reported on both incurred and paid basis;
- Computes episodes of care according to the definition below:
- The ETG methodology enables the review and analysis of the treatment of diseases at a broad but meaningful level. Individual services with their respective diagnosis and procedure codes are linked together using logic that draws on both clinical expertise and detailed knowledge of administrative data. This linking takes into account comorbid and complicating conditions. Linked claim records form disease episodes, which represent all the services provided for the diagnosis, treatment and management of a disease or condition for a particular patient. By grouping all elements of patient care for an illness into one entity, ETGs provide a common unit of analysis for assessing differences in care across various levels of aggregation (e.g., patient, provider, disease, and health plan). Analyses can be conducted to exclude outliers and evaluate readmission experience
- Scrambles identifying information (ex. social security numbers employee ID numbers etc.) after building Database
  - Method of protecting patient confidentiality involves scrambling patient identifiers, including Social Security Numbers, on the detail data using an Ingenix proprietary algorithm to produce random IDs that are consistent across data sources at the person level. Patient-level data cannot be deciphered, and therefore, used inappropriately by anyone who might gain unauthorized access to the system

2.15 Comprehensive Benefit Pricing Model allows interactive modeling by:

- Including the option to set up models on future benefits changes such as deductible/co-pay, adding or deleting coverage's, etc., that will be helpful in estimating the financial effects of changes to the insurance program. The user is able to specify factors for inflation, change in use patterns, population changes, fourth quarter carry over, and retention rates. The model is based on actual claims experience and eligibility data.
- Allowing for cost projections for multiple coverage tiers and contribution strategies based on network performance.

2.16 Benchmarking

System providers benchmarking through the following sources:

- Large, multi-year comprehensive normative dataset with respect to important characteristics such as geographic dispersion, industry representation and diversity of health plan design (indemnity, PPO, POS, HMO), claim administrators and pharmacy benefit managers.
- Dataset is, coupled with a suite of value-added, clinically-oriented, analytic methodologies (Detail Service Categories, MDC, DRG, ETGs, ERGs and EBM Connect),
- Norms categorized as Medical, Occupational and Non-Occupational (STD/LTD/WC) Disability, and Absence.
- The sources of normative data include the Ingenix book of business and industry-purchased norms. Medical (group health) normative data are derived from a sample of our client base.
- Norms include under or over age 65, national or regional norms or industry norms such as geographically wage-adjusted eligible charges, benefits paid and units of service per employee for industrial/manufacturing or service-related companies.
- Normative breakouts include information by MDC, and by major CPT-4 surgical categories.

2.17 Normative data contained in the system is described below:

2.17.1 Type of Service Norms

- Types of Service norms are maintained in detailed service categories which includes, but is not limited to detailed type of service categories include physician office visits, inpatient or outpatient surgeries, lab, X-ray, psychotherapy, outpatient prescription drugs and chiropractor visits.

2.17.2 Length of Stay (Los) And Admission Rate

- LOS and Admission Rate norms available by DRG and MDC. Because LOS experience varies greatly according to the type of admission, LOS norms are grouped by DRG. Standard reports compare the actual LOS experience of a user-defined population to the norm on a case mix adjusted basis.

2.17.3 Charge Norms

- Charge Norms available at the DRG and MDC levels and reflect the average allowable expense per admission. The dollars are adjusted in three ways to create the norm:
  - Geographically, to account for different wage levels across the country
  - By admission date, to account for monthly changes in inflation
  - By DRG, to account for differences in case mix

2.17.4 Community Norms

- Community benchmark comparisons norms for the Provider Performance reports

2.17.5 Episode Of Care Norms

- Episode-of-care norms, which include Episode Treatment Groups and Episode Risk Groups, are available for benchmarking treatment costs on a per-episode-of-care basis, as well as the distribution of costs across episode types (clinical conditions) and category of expense (care management, surgery, outpatient ancillary services, facility services and prescription drugs).

**2.17.6 Evidence Based Medicine Benchmarks**

- Evidence Based Medicine reports were recently updated with benchmarks from the Ingenix book of business. These benchmarks are provided in both the summary and detailed version of the Evidence Based Medicine Compliance report.

**2.17.7 Customized Norms**

- Customize benchmarks can be developed to specifically meet Maricopa County's analytic needs.

**2.17.8 ODG Benchmarks**

- Workforce productivity benchmarks for disability duration, incidence (total days lost per condition or diagnosis group divided by total number of employees) and prevalence (lost work days per condition or diagnosis group divided by total lost workdays) are available.

**2.17.9 Other Sources (NCQA, AHRQ, Industry Surveys)**

- Additional high-level benefit cost, employee cost-sharing, and other benefit plan performance benchmarks are derived from industry surveys.
- Quality-of-care benchmarks for EBM protocols are derived both from the Ingenix normative dataset and from external sources such as NCQA and AHRQ. These include HEDIS quality measures such as childhood immunization rates, breast, cervical and colorectal cancer screening, and Chlamydia screening; and disease-specific, EBM treatment guideline compliance rates for some 30 clinical conditions, including diabetes, congestive heart failure, adult and pediatric asthma, hypertension, depression, low back pain and others. As noted above, EBM compliance rate norms are included in the standard reporting.

**2.17.10 Episode Treatment Group Cost and Prevalence Norm Comparison**

- Cost and utilization norms are developed at the level of age, gender, ETG subclass and normative region, and then summarized to the ETG hierarchy level. Prevalence norms are developed at the level of age, gender, ETG hierarchy and normative region, to avoid double-counting individuals with multiple episodes.

**2.17.11 Admissions**

- Expected admissions per thousand in this report are developed at the Normative Delivery System, Normative Region, DRG, and age/gender category level.

**2.17.12 Average Length of Stay**

- Expected lengths of stay in this report are developed at the Normative Delivery System, Normative Region and DRG level. Because DRG casemix itself is to a large degree reflective of the age/gender distribution of the population, further adjustment by age/gender is not done.

**2.17.13 Normative Expense**

- Expected costs per admission in this report are developed at the Normative Delivery System and DRG level. The resulting norms are further adjusted by wage-price index at the ZIP code level and for monthly medical inflation. Because DRG case-mix itself is reflective of the age/gender distribution of the population, further adjustment by age/gender is not done.

2.17.14 Cost and Utilization Norm And Cost And Utilization Norm – Rated

- These reports provide norms for both cost (price per unit of service) and utilization (services per capita). The norms are developed at the Normative Delivery System, Normative Region and Detail Category level, and then further adjusted for Normative Industry, wage-price index at the ZIP code level, and monthly medical inflation.

2.17.15 Key Indicators Group Health Norm

- This report provides norms for comparison with group health and carve-out prescription drug plans in a variety of categories, giving a high-level picture of plan performance. The norms are developed at the Normative Delivery System, Normative Region, Normative Industry and Normative Employee Status levels. This report further adjusts several rated measures to account for demographic age/gender differences within populations.

2.17.16 Key Indicators Workforce Productivity Norm

- This report provides norms for comparison with Short-Term Disability, Long-Term Disability and Worker's Compensation programs in a variety of categories, giving a high-level picture of program performance.

2.17.17 ODG Benchmark Comparison

- This report compares your disability experience with benchmarks based on the ODG normative database. Norms are developed for different waiting periods (0, 7 days, 14 days, 21 days or 30 days), and you choose the decile (percent returned to work to use as a basis for expected out-of-work durations).

2.17.18 Future Norms

- Maricopa County will be trained on all future norm initiatives that will be delivered by Ingenix

2.18 Risk Analysis

- System has capabilities for risk analysis and options available for future risk projections. This includes using ERGs to support risk stratification for individuals and groups, assigning risk on either a concurrent or prospective basis.

2.19 Ease Of Use

Key features of the Service include:

- Fully web-based, secure application service provider (ASP) delivery model
- Extensive drill-down and drill-across capabilities to support the highest level of analysts and "power user"
- Ability to fully manipulate reports via the web, including pivoting, swapping columns, highlighting rows, filtering on results, etc.
- Metrics and filters that provide users with the flexibility to perform customized analyses
- Web-based ad hoc reporting capabilities that allow users to create and reuse their own reports
- Export reports into other programs (e.g., Microsoft Excel, PDF) and print reports
- Re-prompt and refresh data without redesigning reports

- Option to set limits on staff members' access to reports based upon an individual's or group's role within the organization, (i.e., role-based content)
- Isolate and report on unique populations via "filter import" function
- Subscribe to reports that run automatically after a data update
- Executive/Operational level dashboard reports designed to provide quarterly summary and cost mitigation opportunity identification, including Key Indicator Trend, Cost and Utilization Norm, Adjudication Summary, and Episodes of Care Cost and Prevalence standard reports
- Incurred and paid options on all reports
- Demographic membership splits
- Age and gender splits by HMO/PPO
- Total paid medical and pharmacy costs
- Cost and Utilization Trend report has 24 different service categories which are summarized into inpatient/outpatient and non acute care
- Top 10 to 15 diagnoses (therapeutic classes) cost by MDC report
- Cost and Utilization reports rated on a per employee or per member as well as on a per month basis
- Cases over specific dollar thresholds reported through claimant by payment report
- Utilization broken down by market/geography/employer. All standard and ad hoc reports can be split using eligibility data.
- Benchmarking against regional and public sector employers. Ingenix provides other normative reports that uses our book of business data and adjusts when necessary.
- Standard and ad hoc reports can be accessed 24/7, except during scheduled weekend releases, via high-speed internet connection and standard web-browser
- Flexible for query and limitless ad hoc reporting capabilities.

2.20 Other Functional Services:

- Ingenix has other functional services which would be priced separately and discussed at a later date.

2.21 Consulting Services

- Reden & Anders, an Ingenix company, national actuarial and consulting services is available to Maricopa County but is not included in the core price.

2.22 Escalation Policy:

- Ingenix has a formal escalation policy in place to make sure that Maricopa County has easy access to Ingenix executive-level leadership. The Ingenix Project Manager, will be the initial point of contact for issues concerning the client service team or for any issue requiring more senior contact. If the Ingenix Project Manager cannot resolve a particular problem or concern, this issue will escalate to the appropriate Ingenix executive leader who has the authority to provide a response to Maricopa County.

2.23 HIPAA Compliance

Ingenix uses strict safeguards to protect individually identifiable health care information. These safeguards include how it stores personal information in workspaces and computers and how it transfers that information within the company and to outside businesses.

- Ingenix policies include the following:



- Use or disclose individually identifiable health information only for purposes permitted by HIPAA and the covered entity or required by law
- Apply appropriate safeguards to prevent unauthorized use or disclosure of individually health identifiable information
- Protect the integrity, confidentiality and availability of electronic protected health information (ePHI) that is collected, maintained, used or transmitted
- Report to the covered entity any inappropriate use or disclosure of individually health identifiable information of which it becomes aware
- Require its agents and subcontractors agree to the same restrictions and requirements with regard to the use or disclosure of individually identifiable health information
- Make its internal practices, books, and records concerning individually identifiable health information available for audit by the federal government

Ingenix established the Ingenix Privacy Council, to oversee the initial implementation of the Privacy Rule. Each Ingenix business unit appointed a liaison to the Privacy Council. The liaisons continue to participate in monthly compliance meetings, and act as a resource on HIPAA privacy and security issues within their businesses. The Ingenix Compliance Director coordinates the Privacy Council's compliance activities.

The Ingenix Compliance Director is responsible for the development, implementation and monitoring of compliance activities. In addition, the Ingenix Segment Information Security Officer (SISO) participates in the Privacy Council. The Ingenix SISO is responsible for defining and enforcing Ingenix security policies, procedures, standards and guidelines.

Ingenix took part in an enterprise wide HIPAA assessment. In April 2005 Ingenix achieved full HIPAA Security compliance.

It is our practice to allow employees access to client information only on an as-needed basis. There are documented security procedures that cover both production systems and employees. Ingenix has controls in place to block access to client data internally and externally, and each Parallax *i* user is assigned access based on work responsibility. Ingenix's standard hiring process includes reference checks, independent security checks, and background checks. Our employees are educated on the importance of privacy and security policies and must comply with them. Annual refresher training and competency testing is required.

#### 2.24 User level Security

Security provisions for both internal and external users and those provisions accommodate HIPAA requirements are described below:

#### 2.25 DATABASE ACCESS

Parallax *i* requires two-factor authentication, a User ID and password. Ingenix controls the distribution of passwords. A User ID and password is required to establish an HTTPS session with the web server. Once the HTTPS session is created the user-id is presented to the web server. The user must then enter the valid password corresponding to their User ID. The ID and password combination assures that only the authorized user can access Parallax *i*.

All web access to Parallax *i* requires 128-Bit SSL. This requirement is for both internally connecting users and Internet users. SSH is required for administrators to access all mid-tier servers.

It is the practice of Ingenix to allow employees access to client information only on an as-needed basis. There are documented security procedures that cover both production systems and employees. Ingenix has controls in place to block access to client data internally and externally, and each Parallax *i* user is assigned access based on work responsibility. Background checks are performed on all prospective employees at all levels. Ingenix's standard hiring process includes reference checks, independent security checks, and background checks. Ingenix employees are

educated on the importance of privacy and security policies and must comply with them. Annual refresher training also is conducted.

**2.26 HIPAA SECURITY**

Security administration and member confidentiality is an integral part of client management. Ingenix employs many functional and technical security processes to make certain that the confidentiality of Maricopa County data is maintained. One method of protecting patient confidentiality involves scrambling patient identifiers on the detail data using an Ingenix proprietary algorithm to produce random IDs that are consistent across data sources at the person level. Patient-level data cannot be deciphered, and therefore, used inappropriately by anyone who might gain unauthorized access to the system.

Examples of the technologies Ingenix have in place include unique user IDs, password requirements, role-based access, access request process, Ingenix firewall, and Secure Socket Layer encryption.

**2.27 ROLE-BASED ACCESS**

Maricopa County will have the ability to customize access rights to their data. The system can be designed to provide the end user with information that is targeted and relevant based upon that individual's role and responsibilities within the organization. Several different "views" can be established based on each user's access level. For instance, views can be customized according to different departments, level of detail, or operating function (e.g., financial). Ingenix will work with Maricopa County to define the appropriate access levels.

**2.28 INGENIX FIREWALL**

A firewall is an industry standard solution using hardware (a specialized server) and software (a commercially developed firewall program) to separate or "wall off" our private network (the Ingenix network) from the Internet. The firewall can be configured to only allow access to specific TCP/IP protocols while blocking all other traffic. The firewall also can be configured to force external users to authenticate themselves to the firewall before any access to the private network is allowed.

Ingenix uses a configuration where multiple firewalls are in place so that external users can access the Ingenix web server only by passing through the external firewall. Only the Ingenix web server can connect to the internal network via an internal firewall. This allows us to configure the internal firewall so that the Ingenix web server can request services from internal applications and database servers on behalf of external users while prohibiting external users from accessing the internal network directly. This technique is known as establishing a DMZ (demilitarized zone), which is an isolated network under the control of Ingenix that forms a buffer between the Ingenix network and the Internet.

**2.29 Exit Strategy**

- All records and raw data provided by Maricopa County and/or your carriers to Ingenix are the sole property of Maricopa County and shall be returned to Maricopa County within thirty (30) days of the termination/expiration date of our engagement. If and when the contract for health information services expires, Ingenix retains ownership of all reformatted data, normative data, benchmarks and other reports and analyses that we deliver to Maricopa County, unless such reports and analyses were created specifically and exclusively for Maricopa County. No title to or ownership of delivered services are transferred to Maricopa County.
- Upon termination/expiration of this Agreement, Ingenix shall fully cooperate with Maricopa County. Upon request of Maricopa County, Ingenix shall provide all information maintained by Ingenix in relation to Maricopa County in a time frame specified by Maricopa County. Information provided shall be in a format designated by Maricopa County. Ingenix shall provide such explanation of the information provided as to facilitate a

smooth transition. Explanations of the information shall include, but not be limited to, file layouts, data dictionary, and legends.

2.30 Offshore Performance of Work

- Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve Maricopa County or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the County shall be performed within the borders of the United States

2.31 Ownership

- All deliverables and/or other products of the contract (including but not limited to all software documentation, reports, records, summaries and other matter and materials prepared or developed by the contractor in performance of the contract) shall be the sole, absolute and exclusive property of the County, free from any claim or retention of right on the part of the contractor, its agents, subcontractors, officers or employees. This provision applies only to deliverables and other products of the contract prepared or developed by the contractor solely for Maricopa County (such as reports) and solely at Maricopa County's expense

2.32 Return Or Destruction Of Health Information

- Upon termination, cancellation, expiration or other conclusion of the Contract, Business Associate shall return to the County all PHI received from County, or created or received by Business Associate on behalf of County. This provision shall apply to PHI that is in the possession of subcontractors or agents of Business Associate.

2.33 Business Associate Agreement

- In the event that Business Associate reasonably determines that returning the PHI is not feasible, Business Associate shall extend the protections of the Contract to such PHI and limit further uses and disclosure of PHI to those purposes that make the return not feasible, for so long as Business Associate maintains such PHI.

2.34 Ownership Of Intellectual Property

- Any and all intellectual property developed specifically for Maricopa County, including but not limited to copyright, invention, trademark, tradename, service mark, and/or trade secrets created or conceived pursuant to or as a result of this contract and any related subcontract ('Intellectual Property'), shall be work made for hire and the County shall be considered the creator of such Intellectual Property. The department requesting the issuance of this contract shall own (for and on behalf of the County) the entire right, title and interest to the Intellectual Property throughout the world. Ingenix shall notify the County, within thirty (30) days, of the creation of any Intellectual Property by it or its subcontractor(s). Ingenix, on behalf of itself and any subcontractor (s), agrees to execute any and all document(s) necessary to assure ownership of the Intellectual Property vests in the County and shall take no affirmative actions that might have the effect of vesting all or part of the Intellectual Property in any entity other than the County. The Intellectual Property shall not be disclosed by contractor or its subcontractor(s) to any entity not the County without the express written authorization of the County.

2.35 Usage Report (Procurement)

- Ingenix shall furnish the County a quarterly usage report delineating the acquisition activity governed by the Contract in a format approved by Maricopa County.

2.36 Acceptance

- For Initial purchase of each service, Ingenix shall provide an acceptance test period (the “Test Period”) that commences upon Installation. Installation shall be defined as: a.) the Equipment, if any, is mounted; b.) the Software/System is provided on the data base server(s) and/or personal computer(s); and c.) implementation team training, if any, is complete. During the Test Period, Maricopa County shall determine whether the Service meets Ingenix’s published electronic documentation, (“Specifications”).
- The Test Period shall be for 90 days.
- If Maricopa County has not given Ingenix a written deficiency statement specifying how the Service fails to meet the Specification (“Deficiency Statement”) within the Test Period, the Service shall be deemed accepted.
- If Maricopa County provides a Deficiency Statement within the Test Period, Ingenix shall have 30 days to correct the deficiency, and Maricopa County shall have an additional 60 days to evaluate the Service.
- If the Service does not meet the Specifications at the end of the second 30 day period, either Maricopa County or Ingenix may terminate this Contract. Upon any such termination, Maricopa County shall return all Equipment and Software to Ingenix, and Ingenix shall refund any monies paid by Maricopa County to Ingenix therefore. Neither party shall then have any further liability to the other for the products that were the subject of the Acceptance Test.

2.37 INCIDENT RESPONSE:

**Incident Response and Resolution Schedule**

Priority	Definition	First Response	Updates to Customer	Problem Escalation
<b>Level 1 (Critical)</b>	<p><b>Global System Outage:</b> - All end-users are affected by a total loss of services or functionality. Examples include; Parallaxi not responding, warehouses for all customers are unavailable, access to all reports unavailable, accessing wrong client's data through Parallaxi, networking or infrastructure connectivity issue, etc.</p> <p>Customer reports issue to account team (Client Service Analyst or other team member) and a ticket is entered on their behalf or customer account team notifies customer of an outage.</p> <p><b>Localized System Outage:</b> - A subset of a Global System Outage, when a number of end-users are affected by a loss of services and functionality or a large number of users are partially impaired by a loss of services and functionality. Examples include; a subset of reports unavailable, a common table missing, a single customer outage, a Business Critical Client Issue, a password reset, etc. Issues such as these would be considered "urgent".</p> <p>Customer reports issue to account team (Client Service Analyst or other team member) and a ticket is entered on their behalf.</p>	<p><b>Business Hours (M-F, 8am-5:30pm EST) -</b> within 15 minutes</p> <p><b>After Business Hours (M-F, 5:30pm-11pm EST) –</b> within 30 minutes.</p>	Every 60 minutes until resolution	After 4 hours
<b>Level 2 (High)</b>	<p>A business critical driver for a single end-user only or affects multiple end-users, and there is not a reasonable workaround. Examples include; a single end-user may be locked out, client is impacted but is still functioning, a table is missing that's not a common table.</p> <p>Customer reports issue to account team (Client Service Analyst or other team member) and a ticket is entered on their behalf.</p>	Within 4 business hours.	Every 8 hours: status is reviewed and updated daily. An e-mail is sent to the originator containing the current status of the issue. The client service team reports status to the customer.	After 1 business day
<b>Level 3 (Medium)</b>	<p>Affects any end-user, and a quick or reasonable workaround is available. Examples include; methodology issue of report or reports, missed business requirement on a specific report that was either included or not included on the report specs, loss of previously available functionality.</p> <p>Customer reports issue to account team (Client Service Analyst or other team member) and a ticket is entered on their behalf.</p>	Within 1 business day.	Every 8 hours: status is reviewed and updated daily. An e-mail is sent to the originator containing the current status of the issue. The client service team reports status to the customer.	After 2 business days
<b>Level 4 (Low)</b>	<p>Cosmetic issues and future enhancement requests</p> <p>Customer reports issue to account team (Client Service Analyst or other team member) and a ticket is entered on their behalf.</p>	Within 1 business Day.	Every 8 hours or as appropriate given the nature of the issue. Status is reviewed and updated daily. An e-mail is sent to the originator containing the current status of the issue. The client service team reports status to the customer.	After 2 business days or as appropriate

2.38 Facilities

- During the course of this Contract, the County shall provide the Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Ingenix.

## EXHIBIT B-1

### 1.0 PERFORMANCE GUARANTEES

In the table below, Ingenix has assigned a weighted percentage to each performance area to be applied to total fees at risk. Total fees at risk shall equal 10 percent of the fees Maricopa County owes Ingenix for the year in which performance is being assessed. If Ingenix fails to meet the performance area standard described below, Ingenix will reduce its fees by the weighted calculated percentage of the fees at risk for the month in which Ingenix failed to meet the standard.

Performance area standards will be tracked and reported according to the measurement frequency period defined below and negotiated annually.

Fees at Risk (Weighting)	Performance Area	Measurement Frequency	Description of Standard
20 %	System Availability	Monthly	97% Monthly Availability: 7:00 am – 6:00 pm AZ time Monday through Friday, with the exception of scheduled database updates and/or upgrades calculated on a monthly basis.
20 %	Data Acquisition (Accuracy)	Per Update	<p>High-level checks on each data file that arrives at the service center will be conducted and reported back to client and carrier within five business days of loading the data into the tracking system.</p> <p>High-level checks of each data source are detailed in the Quality Assurance Plan and confirm that:</p> <ul style="list-style-type: none"> <li>✓ The files are in the agreed upon format</li> <li>✓ Key fields are reported (i.e., encrypted SSN, age, and gender)</li> <li>✓ Control totals reconcile (i.e., net pay and record count)</li> </ul>
10 %	Database Update	Per Update	<p>For data received on schedule, a standard update will be completed within 12 business days after receipt of the last usable data. A standard update does not include:</p> <ul style="list-style-type: none"> <li>✓ Data Model Changes</li> <li>✓ New Data Sources/Types</li> <li>✓ Reprocessing of Previously Processed Data</li> </ul>
10 %	Data Quality	Per Update	Ingenix controllable data defects uncovered with each update will be better than three Sigma.
20 %	User Support	Monthly	<p>Technical Support requests are responded to within 2 hours.</p> <p>Periodic reports are delivered within 15 business days of receipt of usable data.</p>
20 %	Overall partnership weight	Yearly	Standards beyond those listed above will be identified and agreed to by client and Ingenix within the yearly Delivery Charter. Ingenix will deliver the success criteria defined in the Delivery Charter.

**In the event that, during any consecutive thirty (30) day period, Ingenix fails to perform any required service, or any defined vendor service level falls one (1) percentage point or more below the target levels established as agreed upon by the Ingenix and the County, Ingenix shall pay liquidated damages to the County, to compensate for the service level nonperformance. The amount of the liquidated damages will be determined based upon a formula to be set forth in the final definitive contract and will vary on the basis of the relative importance of the applicable required service or service level, and shall be a reasonable estimate of the damages incurred by the County due to the service level nonperformance.**

EXHIBIT B-2

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## **INTRODUCTION**

Ingenix relies on computer hardware, software, and data to provide health care information to external markets and customers. Hundreds of Ingenix customers (internal and external to the Ingenix organization) access their data on a daily basis from the Ingenix Data Center in Golden Valley, Minnesota. These users depend upon the data processing, data communications, and voice communications functions that the data center provides. Therefore, data integrity, systems reliability and availability are top priorities for Ingenix.

To ensure that Ingenix customers have continuous availability to the Ingenix Data Center computing resources and data, the Data Center managers and staff have created options for continuation and disaster recovery plans. These plans address potential financial and operational losses and the availability of services to customers and employees in the case of natural or business disasters. For this document, a disaster is defined as any short- or long-term unplanned event that prevents the company from conducting critical operations.

This document provides an overview of the Ingenix Data Center's business continuation and disaster recovery plans. For more detailed information on these plans, contact the Ingenix Data Center.

## **DISASTER RECOVERY PLAN**

The disaster recovery plan for the Ingenix Data Center includes the following:

### **Data Backup**

Full backups of customer data from each account are done weekly. Incremental backups of customer created data files and reports are done each evening. Full backups are also performed for the system volume as well as all programs and source data.

### **Off-site storage**

Each month, a set of full backup tapes for each volume set is sent off-site to the Iron Mountain Data Security facility for off-site tape storage. System backup tapes are also sent off-site on a monthly basis. This is to ensure backup copies of appropriate information and support software are maintained in a secure off-site storage facility. In addition, system configuration or system load tapes are done on a monthly basis and sent offsite.

### **Hot-site**

Ingenix has four main data centers located in Golden Valley MN, Basking Ridge NJ, Lenexa KS, and Salt Lake City, UT. Each of these data centers has space and capacity available in the event one data center experiences a catastrophic disaster. Additional hardware can be put in place in any of the other three. Network connectivity between all four data centers already exists. If specified for an application system, an additional option of a recovery strategy that utilizes a contracted hot-site for production systems that have hot site business requirements could also be contracted. Hot site requirements must be identified by the customer and will be provided at additional cost. A contractual arrangement would need to be made with SunGard Recovery Services, or another vendor.

### **Reroute data and voice networks**

If hot-site recovery is requested by the customer, Data Center staff will reroute affected data and voice networks to their pre-planned destination. Network connectivity already exists between each of the data centers. These services will be validated on an agreed to interval.

### **Customer connectivity**

Backup tapes will be brought in from off-site storage, and restored unto the new server. Connectivity already exists between the data centers.



## **COMPANY POLICIES**

Ingenix recognizes that protection of its assets is a major responsibility to its stockholders and customers. It also recognizes the importance of establishing methods that allow customers to maintain business continuity and service to their clients in the event of a disaster. Therefore, Ingenix has established the following company policies.

### **DISASTER RECOVERY/BUSINESS CONTINUATION POLICY**

It is Ingenix's policy to maintain a recovery plan. To this end, procedures have been developed to support the resumption of critical business and service operations in the event of disruption. Since the plans provide for backup and replacement of information and equipment, but cannot replace the life of an employee, it is Ingenix's policy to protect life, information, and equipment, in that order.

### **SYSTEMS ASSURANCE**

It is Ingenix's policy to protect against the unauthorized use, alteration, destruction, or disclosure of its computing and information resource assets. To do this, security policies and procedures have been established to ensure that information is protected from natural and human hazards. Types of security violations Ingenix protects against include unauthorized access, disclosure of information, denial of service, theft or diversion, vandalism, and unauthorized modifications.

Because of the possibility of internal and external security threats, Ingenix has set policies that provide for the following:

- Physical protection of data center facilities and equipment.
- Maintenance of application and data integrity.
- Assurance that automated information systems perform correctly, in a timely manner, and under adequate controls.
- Protection against unauthorized disclosure of information.
- Assurance of the continued availability of reliable and critical information.
- Protection of the data center's infrastructure from attacks by customers and business partners through the use of firewall and router controls and application security controls.
- Protection of data center customers from network-based attacks by Ingenix customers through the use of firewall and router controls.
- Protection of customer data stored on Ingenix systems through the use of system security controls and application security controls
- Protection against outages and disasters through the use of on-site and off-site backups, a disaster recovery hot-site, and an annual testing of the disaster recovery plan.
- Proactive monitoring of the system and network activities to look for attack signatures.
- Staff training in security incident, report, and event handling.
- Customer contact information gathering as part of the contract process, so Ingenix knows who to report incidents to and discuss the incidents with at each customer institution.
- Identification and authentication mechanisms (IDs and passwords), both for system access and within applications.

**Note:** Ingenix understands that security controls are risk-management activities, none of which can offer 100% protection. Ingenix will discuss security concerns with customers to help them determine residual risks. However, customers are responsible for protecting their own network

infrastructure. Ingenix can provide customers with information that will allow them to configure network security systems (firewalls and/or routers) to allow only defined activities between the Ingenix data center and the customer site.

## **INFORMATION SECURITY AWARENESS**

In any business, people are the greatest asset in maintaining an effective level of security. At the same time, people represent the greatest threats to information security. No security management program can be effective without maintaining employee awareness and motivation. Therefore, all Ingenix managers and Information Technology personnel work to inform and educate all Ingenix employees on the existing security policies and procedures. These include company information security policies, security operating procedures, and access control procedures.

## **EXHIBIT B-3**

### **1.0 IMPLEMENTATION PLAN & SERVICES**

#### **1.1 Project Manager**

Ingenix will provide a Project Manager for the implementation of the Data Warehouse solution. The project manager should participate in weekly project status meetings and be responsible for the contractor's responsibilities. If Maricopa County is dissatisfied with the Project Manager a replacement will be requested. The Project Manager will meet the minimum qualifications defined below:

- A strong healthcare knowledge base and can bring valuable, practical experience (both functional as well as technical) to the implementation effort.
- Appreciates the County's need to exercise strict budgetary controls on this project, with specific emphasis on controlling project scope and implementation timeline.
- Brings leadership, enthusiasm, and optimism to the implementation.
- Can provide innovative solutions in applying the functional capabilities of the data warehouse solution.
- Is highly qualified and experienced in the technologies and tools underlying this solution.
- Has substantial knowledge and expertise in the technical architecture and design of the system solution.
- Will provide continuity of project management throughout the duration of the project.
- Will provide a comprehensive transfer of their knowledge of the proposed system solution to the County.
- Is able to present 'best practices' solutions based on a thorough knowledge of how the system solution can be used
- Can provide comprehensive and complete technical and functional/business training programs with special emphasis on end-user training and documentation.

#### **1.2 Initial Implementation Plan**

Ingenix will manage the initial implementation using a detailed project plan. The project plan should include mutually agreed upon tasks, durations, key milestones, and responsibilities for both contractor and County personnel.

#### **1.3 Training Plan**

Ingenix will develop a customized Parallax training plan based on the needs of County personnel and the business needs of the Department. This training is included in the contract.

Training will be delivered on-site and through various web-based tools.

Initial training will include, but will not be limited to the following topics:

- Overview of data flow, Ingenix methodologies, and Parallax i reports
- Real life hands-on reporting scenarios
- Review of your customized reporting structure
- System user skills and ad hoc reporting

- Data management process and quality reports

#### **1.4 Facilities**

During the implementation, the majority of the work will be conducted at Ingenix offices unless there was a specific need to meet with Maricopa County onsite.

#### **1.5 Performance Guarantees**

Ingenix will put \$4,400 at risk for the a successfull implementation based upon mutually agreed upon milestones, to be assessed at \$1,000 per day late up to a maximum of \$4,400 (an amount equal to 10% of the start-up fees)

**Performance Guarantees**  
**Maricopa County and Ingenix, Inc, Data Warehouse Services**  
**Serial 06167 RFP**

#### **On-time implementation: (\$2,000)**

Tracks to project timeline (major milestone dates, etc.).

Implementation timeline assumes key milestone dates are met by all responsible parties (example: on-time receipt of layouts, test files, and data from data suppliers).

The project timeline is built based upon agreed upon data sources; changes to the timeline made throughout the implementation will result in a revised timeline with new sources.

#### **Useable data warehouse: (\$2,000)**

The data warehouse will be designed and implemented based upon the agreed upon account structure. Ingenix will request that Maricopa County approve and sign off on the final account structure design document by the date described in the project timeline.

Eligibility counts within the data warehouse will match to employee and lives counts as reviewed and signed off by Maricopa during the implementation process.

All vendor claims data is included and adjudicates within an agreed upon threshold (target of 2-5%) with the initial implementation.

Critical data elements are populated and data caveats by vendor are shared with Maricopa at time of implementation.

#### **Training: (\$400)**

Completed, as scheduled, using Maricopa data.

Reports and templates will be created which allow Maricopa to immediately begin to use the warehouse.

**INGENIX, INC., 400 CAPITAL BLVD., ROCKY HILL, CT 06067**

PRICING SHEET: 9207701

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Contract Period:	To cover the period ending <b>August 31, 2010.</b>